

## CLAIM AMENDMENTS

1. (canceled)

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2. (new) A method for monitoring telephonic interactions of an agent with customers,  
the method comprising:

- (a) pre-recording a first speech portion of a telephone call received by an agent;
- (b) determining whether said first speech portion satisfies a monitoring condition,  
and, if so:
- (c) recording at least a second portion of said telephone call.

3. (new) A method for monitoring telephonic interactions of an agent with customers,  
the method comprising:

- (a) pre-recording a first speech portion of a telephone call received by an agent;
- (b) determining whether said first speech portion satisfies a monitoring condition,  
and, if so:
- (c) recording at least a second portion of said telephone call; and
- (d) wherein said determining step comprises determining a speech rate of words  
spoken during said telephone call and wherein said monitoring condition is whether said  
speech rate exceeds a predetermined level.

4. (new) A method for monitoring telephonic interactions of an agent with customers, the method comprising:

- (a) pre-recording a first speech portion of a telephone call received by an agent;
- (b) determining whether said first speech portion satisfies a monitoring condition,

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and, if so:

- (c) recording at least a second portion of said telephone call; and
- (d) wherein said determining step comprises determining a state of emotion

present during said telephone call and wherein said monitoring condition is whether said state of emotion exceeds a predefined emotion threshold.

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